

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


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QUALITY DRIVEN® SERVICE

**SERVICE BULLETIN**

**APPLICABILITY:** 2020MY Ascent

**NUMBER:** 15-260-20

**SUBJECT:** Harman Display Audio and Navigation  
-Equipped Head Unit Operational Concerns due to Configuration Issues

**DATE:** 02/21/20

**INTRODUCTION:**

This bulletin describes two operational concerns and the repair method for addressing them on the Harman Gen 3.1 Display Audio (Mid) and Navigation -equipped (High) head units. Base model head units are not affected. The conditions are:

- Unable to use the Map Over The Air (MOTA) update feature via smartphone
- After selecting Manual from the Clock Adjustment screen shown below, the user is unable to adjust the clock time display manually.



To restore the functionality of these features, the head unit must be replaced with the applicable exchange audio head unit as reprogramming cannot correct these concerns.

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

**Subaru of America, Inc. is ISO 14001 Compliant**

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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**PRODUCTION CHANGE INFORMATION:**

This TSB is NOT APPLICABLE to vehicles **AFTER VIN L3413473**.

**PART INFORMATION:**

**REMINDER:** Always order the most up-to-date exchange unit based on the specific VIN being repaired through the normal audio unit exchange procedures.

**SERVICE PROCEDURE / INFORMATION:**

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

The service procedures for head unit replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time.

**WARRANTY / CLAIM INFORMATION:**

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
HK AUDIO EXCHANGE UNIT R&R	B031-521	0.3	ZRN-43
HK AUDIO UNIT W/ NAVI EXCHANGE	B031-621		ZRO-43

**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.